



# Hospitality, Tourism & Accommodations

## Utah's New Normal Risk Phase Guidelines

Version 4.6 Guidelines (6/2/2020)



### Moving to green

A color-coded health guidance system has been developed by the State of Utah to guide health behaviors for individuals and businesses. Each level of the dial is guided by a rigorous measurement system which can be different by each region, county, city, or community.

- Follow general employer guidelines outlined below

#### General Employer Guideline

All businesses are open and operating under enhanced hygiene and cleaning regimen. Monitoring health of workforce and customers.

#### Best Practices for Employers

- Those who are, or work with, high-risk populations, should undergo daily screening/symptom\* monitoring, and be tested if they begin to experience COVID-19 symptoms
- Employers should work with high-risk employees to make reasonable accommodations that enable the high-risk individual to maintain employment in a safe manner
- Maintain physical distancing of 6 feet; face coverings recommended when physical distancing is not feasible
- Encourage the use of face coverings to protect those who are high-risk and when physical distancing is not feasible
- Enhanced hygiene and sanitization practices
- Use online conferencing, email, or telephone in place of in-person meetings, even when people are in the same building or wear face coverings when physical distancing is not feasible
- Regularly remind employees and customers to follow distancing guidelines. Use floor markings to mark appropriate physical distance where appropriate
- Encourage digital files rather than paper formats (e.g. documentation, invoices, inspections, forms, agendas)
- Consider what reserve supplies may be necessary to obtain (e.g., cleaning supplies, gloves or other protective equipment)
- Establish and maintain open dialogue with local communities, including key vendors and suppliers, exploring contingencies and sharing appropriate decisions about foodservice, transportation, and other services
- Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact in the workplace
- If relevant, update emergency communication plan with key contacts and backups, chain of communications, and processes for tracking and communicating; share the response plan with employees and communicate expectations



- Ensure every employee's contact information and emergency contact details are up to date; ensure a plan is in place to reach employees quickly
- Educate workforce about the threat of the COVID-19 pandemic, what the business is doing, and what they should do to protect themselves and their families
- Prepare for absenteeism; create or maintain non-punitive leave policies so employees do not feel pressured to come to work if they are sick. Not only sick employees will stay home- others may need to care for the sick, quarantined individuals, or children; those employees should notify their supervisors
- Provide signage at each public entrance to inform all employees and customers that they should:
  - Avoid entering if they have a fever of 100.4 degrees Fahrenheit or above, cough, trouble breathing, sore throat, muscle aches and pains, sudden changes in smell or taste, or feel generally unwell
  - Encourage 6-foot physical distancing and face coverings when physical distancing is not feasible
  - Sneeze/cough into cloth, tissue, elbow or sleeve (not hands)
  - Avoid hand shaking or unnecessary physical contact
  - Wash hands often, and for at least 20 seconds

### Cleaning & Hygiene Guidelines for Employers

- Promote etiquette for coughing, sneezing, and handwashing. Encourage employees to avoid touching face, especially eyes, nose, and mouth; place signage that encourages hand and respiratory hygiene
- Encourage contactless pay options if possible; disinfect transaction equipment regularly
- When possible, discourage sharing of work tools and equipment or disinfect between use
- Make a list of high-touch surfaces requiring routine disinfecting and perform routine environmental cleaning (e.g., elevator buttons, workstations, countertops, handrails, doorknobs, breakrooms, bathrooms, common areas), either twice a day or after each use. Consider keeping a logbook of cleaning regimen. Those cleaning should:
  - Wear gloves
  - Prior to disinfecting, clean surfaces with soap and water if soiled
  - Use EPA-approved disinfectant, industrial cleaner, diluted bleach, or alcohol solutions
- Provide disposable disinfecting wipes for employee use on high-touch surfaces; provide no-touch trash bins
- Make hand sanitizer, soap and water, or effective disinfectant readily available. Provide pop-up handwashing stations or facilities where necessary (e.g. open houses, construction sites)
- Personal Protection Equipment (PPE) should not be shared and should be disposed of properly
- Employees should be conscious of cross-contamination while using gloves and wash their hands after removal



- Laundry: wear gloves, use warmest appropriate water setting, dry items completely, do not shake dirty laundry, launder items that have come in contact with COVID-19 separately

### Employers Monitoring Symptoms\*

- Symptom checking in business interactions
- Train managers/leadership to recognize signs of COVID-19 and to be clear on relevant protocols
- Sick employees or close contacts of positive COVID-19 individuals should stay home
- Employees who become sick or who develop COVID-19 symptoms while at work should be separated from other employees/customers immediately and sent home; immediately clean and disinfect areas the sick employee visited. Encourage employees to report any illness to a manager, especially if sick with fever, cough, trouble breathing, sore throat, muscle aches and pains, sudden changes in smell or taste
- If an employee is confirmed COVID-19 positive, employers should inform close contact employees while maintaining confidentiality; close contact employees should follow local health department guidance

\* Symptoms include fever of 100.4 degrees Fahrenheit or above, cough, trouble breathing, sore throat, sudden change in taste or smell, muscle aches or pains  
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

